

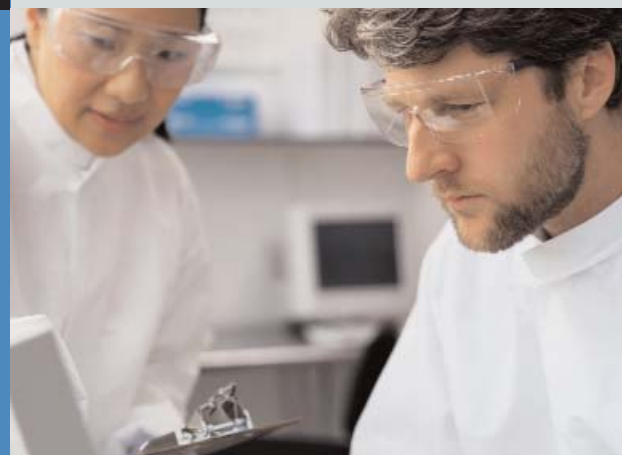
Multi-Vendor Instrument Services



LIFECYCLE
Asset
Management
Services

Are you faced with the challenges of minimizing compliance risk, reducing costs and simplifying the administrative effort of managing multiple instrument service providers?

As the leading provider of Asset Management services to the laboratory, Thermo Electron Corporation has the technical expertise and breadth of services to help you meet your objectives. With a dedicated team of OEM trained engineers, Thermo offers a full range of multi-vendor instrument services for most manufacturers, types, and models of analytical instruments.



Thermo's Multi-Vendor Instrument Services capabilities include expertise in the following services across a variety of instrument types:

Services:

- Installation Qualification (IQ)
- Operational Qualification (OQ)
- Performance Qualification (PQ)
- Flexible Preventive Maintenance Programs (PM)
- Corrective Maintenance
- Relocation Services
- SOP Development

Instruments

- HPLC
- GC/Headspace
- Dissolution Systems
- UV/VIS Spectrophotometers
- FTIR
- Robotics
- Plus a wide range of other instruments



Thermo's Multi-Vendor Instrument Services are designed to:

Mitigate compliance risk associated with your laboratory instruments, regardless of manufacturer.

Offer flexibility in developing and implementing operating procedures designed around your specific needs.

Improve lab productivity through increased instrument uptime.

Provide consistent service reporting and documentation across all manufacturers.

Provide simplification by minimizing administrative efforts including time, cost and burden.

Control service costs.

With a proven record of minimizing compliance risk, reducing costs and relieving administrative burden, Thermo can help you meet your laboratory's service goals.

| | Business Challenge | Thermo's Capabilities | Customer Results |
|-------------------------------|---|---|---|
| Managing Compliance Risk | <p>Managing Compliance Risk</p> | <ul style="list-style-type: none"> • Adherence to GXP and ISO • Established Protocols and Procedures (300+) • Conformity to Customer Established Internal Procedures • Quality Assurance Manager and Audits • Quality Documentation Control System | <p>Minimizing Compliance Risk</p> <ul style="list-style-type: none"> • Quality Assurance, Reporting and Documentation • Tracking and Trending • Root Cause Analysis (CAPA) • Change Control • Electronic Signatures <p>Successful Audits</p> |
| Allocating Time and Resources | <p>Allocating Time and Resources Needed to Manage Numerous Service Providers from Multiple Manufacturers</p> <ul style="list-style-type: none"> • Negotiating Contracts • Issuing P.O.'s • Reviewing Invoices | <ul style="list-style-type: none"> • Optimizing Instrument Uptime via On-site Resources and Parts Inventory (when applicable) • Over a Decade Experience Providing Multi-Vendor Services • Documented Comprehensive Field Service Engineer Training (OEM, cGMP, Professional and Monthly Update) • Traceable Standards, Reference Materials and Certified Test Equipment • Development and Training Laboratory • Consistent Protocols, Procedures and Processes across Multiple Instrument Manufacturers, Models and Types • Customized Procedures | <ul style="list-style-type: none"> • Maximized Uptime • Simplified Service Scheduling • Assurance that Services are Performed to the Highest Regulatory Standards • Consistent Reporting • Flexible and Consistent Instrument Protocols and Procedures Tailored to Your Specific Needs |
| Reducing Costs | <p>Reducing Costs While Maintaining Service Levels</p> | <ul style="list-style-type: none"> • Single Source Provider • Flexible Programs | <ul style="list-style-type: none"> • Significant Savings over OEM Prices • Improved Flexibility and Cost-effective PM Programs vs. OEM Programs • Lower Administrative Costs and Burden through Elimination of Multiple Vendors |